

United States Postal Service

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(2) Managing research and development directed to the application of new concepts to Postal Service functions.

(3) Monitoring the technological interaction between the Postal Service and the outside environment. Responding to customer inquiries and complaints regarding postal products and services.

(f) *Consumer Affairs Department.* The Consumer Affairs Department is headed by the Consumer Advocate who reports to the Associate Postmaster General (Systems), and is responsible for:

(1) Responding to customer inquiries and complaints regarding postal products and services.

(2) Developing, with the Communications Department, programs to inform the public on mailing programs, procedures, and policies.

(3) Tracking service problems and identifying trends to resolve operating programs.

[52 FR 46999, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 226.5 Associate Postmaster General (International).

(a) *General.* The Associate Postmaster General (International) is responsible for directing activities designed to increase international postal business, and for the relationship with foreign postal administrations.

(b) *International Postal Affairs Department.* The International Postal Affairs Department reports to the Associate Postmaster General (International) and is responsible for:

(1) Representing the United States in the Universal Postal Union (UPU) and the Postal Union of the Americas and Spain (PUAS).

(2) Providing liaison with all foreign postal administrations.

(3) Negotiating bilateral and multilateral postal treaties and agreements with foreign governments.

(4) Providing policy guidance on all aspects of international postal affairs.

[54 FR 29709, July 14, 1989]

PART 227—HEADQUARTERS RELATED FIELD UNITS

Sec.

227.1 General.

227.2 Inspection Service.

227.3 Procurement and Supply Department.

227.4 Engineering and Technical Support Department.

227.5 Employee Relations Department.

227.6 Training and Development Department.

227.7 Information Resource Management Department.

227.8 Operations Systems and Performance Department.

227.9 General Counsel.

227.10 Controller Department.

227.11 Philatelic and Retail Services Department.

AUTHORITY: 39 U.S.C. 401, 402, 403, and 404.

SOURCE: 52 FR 47000, Dec. 11, 1987, unless otherwise noted

§ 227.1 General.

Headquarters Related Field Units are typically single function organizations that report directly to Headquarters and serve the entire Postal Service.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.2 Inspection Service.

(a) *General.* The Inspection Service is divided into regional and divisional entities.

(b) *Inspection Service—Region.* The Inspection Service at the regional level is responsible for:

(1) Protecting the mails, enforcement of Postal laws, facility and employee security, and internal auditing.

(2) Managing the accomplishment of national programs and policies.

(3) Coordinating with other law enforcement organizations on security, audit, and other law enforcement matters.

(c) *Inspection Service—Division.* The Inspection Service at the division level is responsible for all inspection and investigation activities within the division area served.

[52 FR 47000, Dec. 11, 1987, as amended at 54 FR 29709, July 14, 1989]

§ 227.3 Procurement and Supply Department.

(a) *Materiel Distribution Centers.* There are two materiel distribution centers, one at Somerville, New Jersey, and one at Topeka, Kansas. Materiel Distribution Centers are responsible for:

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(1) Procuring, storing, and issuing basic supplies for use in all postal facilities.

(2) Arranging for the transportation of supplies to facilities.

(b) *Mail Equipment Shop*. The Mail Equipment Shop, located in Washington, DC, is responsible for:

(1) Manufacturing mail bags, sacks, and pouches.

(2) Manufacturing locks and keys.

(3) Manufacturing hardware items used for mail security and for customer service lobby equipment.

[54 FR 29709, July 14, 1989]

§ 227.4 Engineering and Technical Support Department.

(a) *Maintenance Technical Support Center (MTSC)*. The Maintenance Technical Support Center, located in Norman, OK, is responsible for:

(1) Developing policies, programs, methods, and standards for the maintenance of mail processing equipment.

(2) Issuing guidelines to field managers on building systems and mail processing equipment maintenance procedures.

(b) *Engineering and Development Center*. The Engineering and Development Center, located in Merrifield, Virginia, is responsible for:

(1) Providing engineering and near-term development support for letter mail equipment, packaged mail equipment, delivery and retail equipment, and associated systems and software.

(2) Directing near-term development and modifications to equipment and components to increase efficiency, reliability, and to improve safety.

(3) Conducting tests to evaluate new equipment for Postal service use; performing failure analyses on equipment and components.

(4) Providing applied engineering to customize commercial technology and equipment for postal use.

[54 FR 29710, July 14, 1989]

§ 227.5 Employee Relations Department.

National Test Administration Center (NTAC). The National Test Administration Center, located in Alexandria, VA, is responsible for:

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(a) Receipt and processing of requests to give examinations.

(b) Preparing and distributing registers of eligible applicants and notices of ratings.

[54 FR 29710, July 14, 1989]

§ 227.6 Training and Development Department.

(a) *Technical Training Center*. The Technical Training Center, located in Norman, OK, is responsible for:

(1) Developing training materials for craft employees in maintenance and related crafts.

(2) Performing training for technical employees.

(b) *William F. Bolger Management Academy*. The William F. Bolger Management Academy, located in Potosi, MD, is responsible for:

(1) Developing training materials for supervisors, postmasters, and other managerial employees.

(2) Performing training for managerial employees.

[54 FR 29710, July 14, 1989]

§ 227.7 Information Resource Management Department.

(a) *National Information Systems Support Center*. The National Information Systems Support Center, located in Raleigh, NC, is responsible for:

(1) Designing new large-scale automated systems and writing the supporting program code.

(2) Managing the nationwide voice and data communications system.

(b) *Postal Data Centers*. The Postal Data Centers, located in Minneapolis, MN, New York, NY, St. Louis, MO, San Mateo, CA, and Wilkes-Barre, PA, are responsible for:

(1) Systems analysis, computer programming, and other systems development activities.

(2) Accounting, accounts payable, payroll, money order disbursing, claims and loss settlement, and other financial services.

(3) Data processing and related computer services.

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§ 227.8 Operations Systems and Performance Department.

Address Information Center. The Address Information Center, located in Memphis, TN, is responsible for:

(a) Developing policies for and providing technical guidance and computer support to field address Information Systems units and field Computerized Forwarding System units.

(b) Providing nationwide service and technical guidance for postal customers requiring support related to address information systems.

[54 FR 29710, July 14, 1989]

§ 227.9 General Counsel.

Regional Counsels. The Regional Counsels are responsible for providing legal representation services within a regional geographic area, including representation before the Board of Contract Appeals, liaison with U.S. Attorneys on contract, real estate, and tort litigation, as well as personnel related matters, such as labor/management relations, Equal Employment Opportunity, Merit Systems Protection Board, National Labor Relations Board, and district court actions.

[54 FR 29710, July 14, 1989]

§ 227.10 Controller Department.

International Accounts Center. The International Accounts Center, located in New York, NY, is responsible for reviewing, approving, settling, and auditing international mail handling and transportation accounts for contracts and agreements entered into by the Postal service.

[54 FR 29710, July 14, 1989]

§ 227.11 Philatelic and Retail Services Department.

(a) *Philatelic Units.* The Philatelic Sales Division, located in Merrifield, VA, is a large mail and telephone order sales operation for stamps and other philatelic products; it is supported by an order fulfillment unit in Kansas City, MO, which is responsible for the filling and shipping of domestic and international mail orders for philatelic products.

(b) *Stamped Envelope Unit.* The Stamped Envelope Unit, located in Wil-

liamsburg, PA, processes, distributes, and certifies billing or postmaster accountability for direct orders of all stamped envelope products marketed by the Postal service.

[54 FR 29710, July 14, 1989]

PART 228—SERVICE CENTERS

Sec.

228.1 General.

228.2 Engineering and Technical Support Department—Maintenance Overhaul and Technical Service Centers (MOTSC).

228.3 Delivery, Distribution, and Transportation Department—Transportation Management Service Centers (TMSC).

228.4 Facilities Department—Facilities Service Centers.

228.5 Procurement and Supply Department—Procurement and Materiel Management Service Centers.

228.6 Rates and Classification Department.

228.7 Human Resources Group.

AUTHORITY: 39 U.S.C. 401, 402, 403, and 404.

SOURCE: 52 FR 47001, Dec. 11, 1987, unless otherwise noted.

§ 228.1 General.

Service Centers typically serve a regional area only and report to headquarters, providing technical guidance and support to field division employees and carrying out the day-to-day responsibilities of a function.

§ 228.2 Engineering and Technical Support Department—Maintenance Overhaul and Technical Service Centers (MOTSC).

Maintenance Overhaul and Technical Service Centers are responsible for:

(a) Refurbishing mail processing equipment such as letter sorting machines, facer cancellers, and related equipment.

(b) Providing technical advice and guidance to field maintenance employees on procedures and practices to follow.

[54 FR 29710, July 14, 1989]

§ 228.3 Delivery, Distribution, and Transportation Department—Transportation Management Service Centers (TMSC).

Transportation Management Service Centers are responsible for: